

Frequently Asked Questions

Q: Why should I choose natural gas for my home?

A: Natural gas is economical, reliable and versatile. On average, residential customers who switch to natural gas heat from oil save up to \$1,000 per year and up to \$2,000 compared to propane.

Natural gas is piped directly to your home, so you don't have to worry about fuel deliveries. Natural gas can be used for a variety of indoor and outdoor applications including heating, water heating, clothes drying, fireplaces, outdoor grills, fire pits and outdoor lighting.

Q: Can I save money using natural gas to heat my home?

A: Yes! Customers who heat their homes with natural gas pay on average \$1,000 less per year than those who use heating oil – for the same 2,250 square foot home. And, that's about \$2,000 less than heating with propane. Visit peco.com/gas conversion and click on "Tools and Calculators" to calculate how much you could save.

Q: Do I need a natural gas service line?

A: If you are already using natural gas in your home, you may be able to have your heater connected to your existing service line. We will provide you with the information you need to ensure the service line can be used for your new heater.

If you're not using natural gas in your home, we will check to determine if you are near a natural gas main. We could then install a service line from your home to the natural gas main.

If you are not located near a natural gas main and there are other neighbors who also want to convert to natural gas, you may still be able to receive natural gas service. [Click here](#) to determine if you are eligible for a program to bring natural gas to your neighborhood.

Q: How much does the service line installation cost?

A: The PECO natural gas conversion representative will calculate the cost of your service line. PECO will then apply a credit to the cost of the line. If the cost to install the service line is greater than the credit, you would pay only the difference. If the total cost is less, you would pay nothing.

Q: How long does it take to have the service line installed?

A: It takes about 6 to 8 weeks from the time we receive your signed contract and payment. [Click here](#) to view a video to learn more about the installation of a natural gas line

Q: Will I have to obtain permits for the work being completed on my property?

A: PECO will obtain all the necessary permits to open the street and install your natural gas service line. Your HVAC contractor will be responsible for obtaining permits for work performed inside of your home.

Q: Will you dig up my driveway or sidewalk?

A: Specially trained technicians will dig up a small area near the street in front of your house to expose the gas main “tap” into it connecting the service. When conditions allow, the technicians installing a new service line will use a device that burrows through the ground and surfaces right next to your home. Otherwise, the technicians will trench or plow to allow for installation of the service line. The technician will backfill any excavation.

Q: Once the service line is installed, who is responsible for restoring my property?

A: Restoration in the street and/or municipal right of way will be completed by PECO and is typically completed within four to six weeks, weather permitting.

Final restoration of a customer’s property is the responsibility of the homeowner. This includes lawns, driveways, private sidewalks, etc.

Q: What is the difference between a natural gas service line and natural gas piping?

A: A natural gas service line is the pipe that carries natural gas from the main to the gas meter (normally located on the front or front side of the building). If you are not connected to the natural gas main, PECO will install the service line and connect it to a gas meter outside your home. Natural gas piping is the piping that connects natural gas from the outside meter to your heater, indoor and outdoor appliances. You will be responsible for installing all natural gas appliances and the piping from the outside meter location to the appliances.

Q: Will PECO install my natural gas equipment?

A: PECO does not install natural gas equipment. You will need to contact a HVAC contractor to purchase and install your natural gas equipment (heater, water heater, etc.).

Need a contractor? [Click here](#) to find one.

Q: How do I know what delivery pressure is required for my equipment and appliances?

A: The pressure delivered at the outlet of the meter is normally 5.5 inches water column. Check with your contractor or equipment label to determine the pressure the equipment requires.

Q: May I determine where the natural gas meter is located?

A: PECO will make a good faith effort to install the meter at the location you chose as indicated below, when looking at the house from the street:

- Left side wall, 2 ft. from front of house;
- Right side wall, 2 ft. from front of house;
- Front house wall

No meters will be located at the rear of the property or indoors.

Q: What if my property is not located near a main?

A: If you are not located near a natural gas main and there are other neighbors on your street or development who also want to convert to natural gas, [click here](#) to determine if you are eligible for a program to bring natural gas to your neighborhood.

Q: I already have a natural gas line. What are the steps to adding more appliances or equipment?

A: [Click here](#) for steps to expand your gas usage.

Hint: Mark your private utilities such as septic system, sprinkler system, oil tank, landscape lighting system and invisible fence. PECO will arrange to have the public utilities (water, cable, electric, gas and telephone) marked.

Q: I don't have a connection to a natural gas main. What are the steps to getting connected?

A: [Click here](#) for steps to determine availability and to connect to a service line.

Hint: Mark your private utilities such as septic system, sprinkler system, oil tank, landscape lighting system and invisible fence. PECO will arrange to have the public utilities (water, cable, electric, gas and telephone) marked.

Q: Who does what? What measures should I take before the work starts?

A: Here's what you should expect:

Hint: [Click here](#) to view a video to learn more about the installation of a natural gas line

- Specially trained technicians will work to expose the natural gas main in the street near your home.
- When conditions allow, the technicians will install a new service line using a device that burrows through the ground and surfaces near your home. If this installation option is not possible, the technicians will dig a small trench to allow for installation of the service line.
- The service line will be connected to the natural gas main in the street.
- A technician will mount a natural gas meter to your home after at least one natural gas appliance is installed.
- During the installation process, your heating contractor can make arrangements with PECO to schedule the service line installation work and complete the heater installation with minimal disruption.
- Final restoration, such as lawn, driveway, private sidewalks, etc., if needed, is the responsibility of the customer.
- Restoration in the street and/or municipal right of way will be completed by PECO and is typically completed within four to six weeks, weather permitting.

Have your contractor contact our New Business office:

- In Bucks and Montgomery counties: 215-956-3270
- In Chester, Delaware and Lancaster counties and Lower Merion Township: 610-725-7160

Tip: Need an HVAC contractor to install equipment or appliances in your home? Contact the Electrical Association of Philadelphia (EAP) at 1-800-845-5845 or visit www.eap.org.

Hint: Mark your private utilities such as septic system, sprinkler system, oil tank, landscape lighting system and invisible fence. PECO will arrange to have the public utilities (e.g., water, cable, electric, gas and telephone) marked.



Q: What is a BTU?

A: The input heating capacity of a furnace, boiler or water heater. It is measured in thousands of BTU (British Thermal Units).